



AGENCY OF HUMAN SERVICES
DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
<http://www.dail.vermont.gov>
Voice/TTY (802) 871-3317
To Report Adult Abuse: (800) 564-1612
Fax (802) 871-3318

March 8, 2013

Mr. Francis Nolan, Administrator
Michaud Memorial Manor
47 Herrick Road
Derby Line, VT 05830

Provider #: 0143

Dear Mr. Nolan:

Enclosed is a copy of your acceptable plans of correction for the investigation of a facility self-report conducted on **January 22, 2013**. Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,

A handwritten signature in cursive script, appearing to read "Pamela M. Cota".

Pamela M. Cota, RN
Licensing Chief

PC:ne

Enclosure



Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0143	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____ Licensing and Protection	FEB 26 13	(X3) DATE SURVEY COMPLETED C 01/22/2013
NAME OF PROVIDER OR SUPPLIER MICHAUD MEMORIAL MANOR			STREET ADDRESS, CITY, STATE, ZIP CODE 47 HERRICK ROAD DERBY LINE, VT 05830		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE	
R100	Initial Comments: An unannounced onsite investigation of a facility self-report was conducted by the Division of Licensing and Protection on 1/22/13. Based on information gathered, the following regulatory violations related to the investigation were cited.	R100			
R206 SS=E	V. RESIDENT CARE AND HOME SERVICES 5.18 Reporting of Abuse, Neglect or Exploitation 5.18.a The licensee and staff shall report any case of suspected abuse, neglect or exploitation to the Adult Protective Services (APS) as required by 33 V.S.A. §6903. APS may be contacted by calling toll-free 1-800-564-1612. Reports must be made to APS within 48 hours of learning of the suspected, reported or alleged incident. This REQUIREMENT is not met as evidenced by: Based on record reviews and interviews, the home failed to report to Adult Protective Services a suspected pattern of financial exploitation within 48 hours of learning of the suspected incidents (in accordance with 33 V. S. A., Chapter 6903). A total of 12 residents of the home were involved. Findings included: Per a list provided by the home, cash and personal property valued at \$2,104.00 was reported missing by a total of 12 residents beginning in January, 2012 and ending in June, 2012. The facility's written report to Adult Protective Services (APS) was dated 6/6/12. During an interview on 1/22/13 at 9:15 AM, the Administrator confirmed that he/she was	R206	PLAN OF CORRECTION. PLEASE SEE ACCOMPANYING DOCUMENT.		

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

6899

MSM511

TITLE ADMINISTRATOR (X6) DATE

2.21.13

If continuation sheet 1 of 3

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0143	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 01/22/2013
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R206	Continued From page 1 conducting an internal investigation related to a pattern of missing cash and valuables approximately 3-4 months prior to submitting the APS report on 6/6/12.	R206			
R207 SS=E	V. RESIDENT CARE AND HOME SERVICES 5.18 Reporting of Abuse, Neglect or Exploitation 5.18.b The licensee and staff are required to report suspected or reported incidents of abuse, neglect or exploitation. It is not the licensee's or staff's responsibility to determine if the alleged incident did occur or not; that is the responsibility of the licensing agency. A home may, and should, conduct its own investigation. However, that must not delay reporting of the alleged or suspected incident to Adult Protective Services. This REQUIREMENT is not met as evidenced by: Based on record reviews and interviews, the home delayed the submission of a written report to Adult Protective Services (APS) regarding a suspected pattern of financial exploitation while it was conducting an internal investigation. Findings included: 1. Per a list provided by the home, cash and personal property valued at \$2,104.00 was reported missing by a total of 12 residents beginning in January, 2012 and ending in June, 2012. The facility's written report to Adult Protective Services (APS) was dated 6/6/12. During an interview on 1/22/13 at 9:15 AM, the Administrator confirmed that he/she was conducting an internal investigation related to a pattern of missing cash and valuables approximately 3-4 months prior to submitting the	R207	PLAN OF CORRECTION, PLEASE SEE ACCOMPANYING DOCUMENT.		

Division of Licensing and Protection

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R207	Continued From page 2 APS report on 6/6/12.	R207			

**Michaud Memorial Manor
47 Herrick Road
Derby Line, VT 05830
802-873-3152**

Plan of Correction for Survey completed on 1/22/13

R206 SS=E

5.18a

1. Michaud Memorial Manor (Vermont Catholic Charities) follows Policy #HR00010 "Abuse, neglect, exploitation, mistreatment...of the residents is not tolerated." (see attached)

All new employees receive a copy of Vermont Catholic Charities Human Resource Policies and Guidelines, and sign a verification of receipt form.

An annual in-service education training session will be presented for all staff on Policy HR00010 and "Resident Rights" and "Recognizing abuse, neglect exploitation and mistreatment of residents". This in-service is to be completed June 13, 2013 and each year thereafter.

A reminder and review of Policy HR # 00010 will be discussed at regularly scheduled staff meetings. This review is to begin March 28, 2013.

All staff is required to report any sense or knowledge of abuse, neglect, exploitation and mistreatment (of any sort, including financial) to the Administrator immediately upon recognition or suspicion of such acts upon a resident.

All new residents are given a personal copy of the "Residential Rights" (see attached). The "Residential Rights Licensing Regulation" poster is posted in the entrance way of the lobby, by the elevator, and on both floors of the facility.

All residents are given the option for the home to maintain a "petty cash spending account". Monies are kept in a secure location.

Residents are encouraged to protect any and all personal valuables.

Discussion about resident rights, abuse, neglect, and exploitation will be discussed with residents at regularly scheduled monthly meetings with the Administrator. Residents will be encouraged to bring to the attention of the Director of Nursing and/or Administrator any sense or experience of abuse, neglect, exploitation or mistreatment. The administrator will meet with residents on February 20, 2013.

2. The Administrator (or his designee), and staff will notify Adult Protective Services within 48 hours of learning of any suspected, reported or alleged incident of financial exploitation.

R206 POC accepted 2/20/13 JHosmer RN/PMC

R207 SS=E

5.18b

1. Michaud Memorial Manor (Vermont Catholic Charities) follows Policy #HR00010 "Abuse, neglect, exploitation, mistreatment....of the residents is not tolerated." (see attached)

All new employees receive a copy of Vermont Catholic Charities Human Resource Policies and Guidelines, and sign a verification of receipt form.

An annual in-service education training session will be presented for all staff on Policy HR00010 and "Resident Rights". This in-service is to be completed June 13, 2103 and each year thereafter.

A reminder and review of Policy HR # 00010 will be discussed at regularly scheduled staff meetings. This review is to begin March 28, 2013.

All staff is required to report any sense or knowledge of abuse, neglect, exploitation and mistreatment (of any sort, including financial) to the Administrator immediately upon recognition or suspicion of such acts upon a resident.

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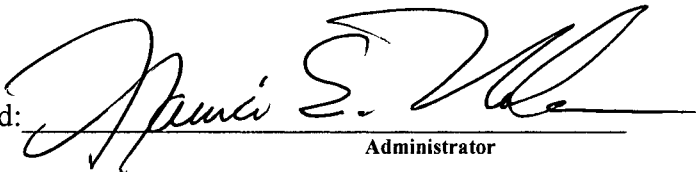
All residents are given the option for Michaud Memorial Manor to maintain a "petty cash spending account". Monies are kept in a secure location.

Residents are encouraged to protect any and all valuables.

Discussion about resident rights, abuse, neglect, and exploitation will be discussed with residents at regularly scheduled monthly meetings with the Administrator. Residents will be encouraged to bring to the attention of the Director of Nursing and/or Administrator any sense or experience of abuse, neglect, exploitation or mistreatment. The administrator will meet with residents on February 20, 2013.

2. The Administrator (or his designee), and staff will report suspected or reported incidents of any financial exploitation to Adult Protective Services.

Signed:


Administrator

Date:

2/21/13

R207 POC accepted 2/28/13 JHosmerRN/PMC